

In the claims:

The claims standing for examination are reproduced below with appropriate status indication.

1-17. (Canceled)

18. (Currently amended) A call-waiting system, comprising:

an Internet-connected service system; and

cooperating software executing at the service system and on a user's Internet appliance for providing a call-waiting service;

wherein, in response to an indication at the service system of a call for the user, said service system generates an alert to the user's Internet appliance of the ~~arriving call~~ calls and ~~provides at least a mechanism for the user to transfer the call to another destination~~ the cooperating software on the user's Internet appliance presents each call as an icon wherein the user transfers calls by manipulating the individual icons.

19. (Canceled)

20. (Currently amended) A call-waiting system, comprising:

an Internet-connected service system; and

cooperating software executing at the service system and on a user's Internet appliance for providing a call-waiting service;

wherein, in response to indications at the service system of calls for the user, said service system generates alerts to the user's Internet appliance of the calls and ~~provides at least a mechanism for the user to interface with the calls~~ the cooperating software on the user's Internet appliance presents each call as an icon wherein the user interfaces with the calls by manipulating the individual icons.

21. (Canceled)

22. (Currently amended) A call-waiting system, comprising:

an Internet-connected service system; and
cooperating software executing at the service system and on a user's Internet appliance for providing a call-waiting service;

wherein, in response to indications at the service system of a call calls for the user, said service system generates an alert to the user's Internet appliance of the arriving call calls and additionally provides a mechanism for the user to initiate outgoing calls the cooperating software on the user's Internet appliance presents each call as an icon wherein the user initiates outgoing calls by manipulating the icons.

23. (Canceled)

24. (Currently amended) A call-waiting system, comprising:

an Internet-connected service system; and
cooperating software executing at the service system and on a user's Internet appliance for providing a call-waiting service;

wherein, in response to indications at the service system of a call for the user, said service system generates an alert to the user's Internet appliance of the call, and ~~the user's appliance causes a pre-recorded message to be played to the caller~~ the cooperating software on the user's Internet appliance presents each call as an icon wherein the user causes a prerecorded message to played to the caller by manipulating the icons.

25. (Currently amended) The call waiting system of claim 24 wherein the user's appliance presents an alert as an icon on a display of the appliance, and the icon is manipulated by the appliance to indicate to the user ~~to indicate~~ characteristic status of the incoming call.